# RETEVIS

## RT48
### Walkie Talkie

CE FC RoHS Compliant

MADE IN CHINA

# USER'S MANUAL

**RETEVIS**
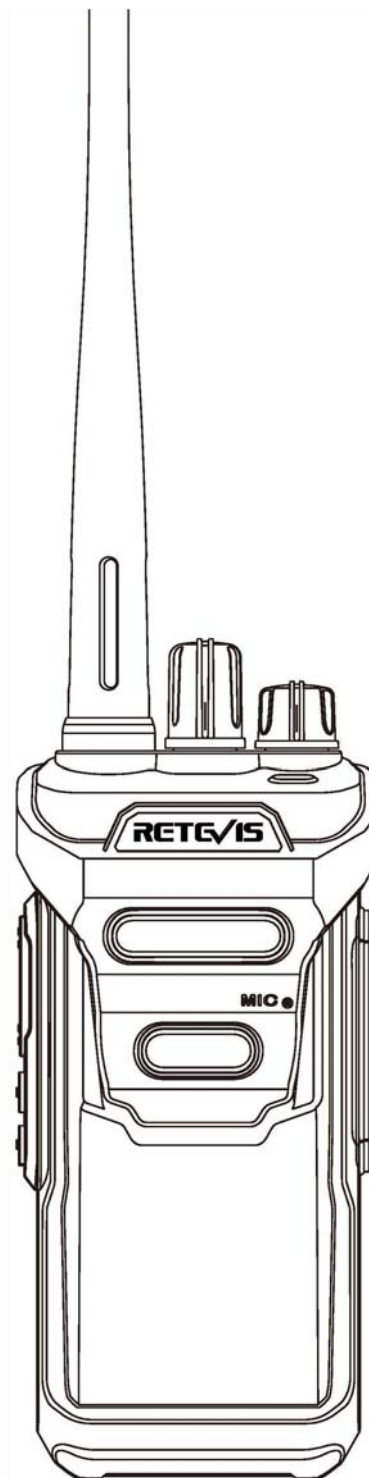
# THANK YOU!

We are grateful that you chose our two way radio.

We believe this Two Way Radio will provide dependable and reliable communication to personal operating at peak efficiency. The transceivers incorporate the latest in advanced technology. As a result, We feel strongly that you will be pleased with the quality and features of this product!

Product safety and RF Exposure for Two Way Radio :

| ⚠ | Before using this Two way radio, please read the manual which contains important operating instructions for safe usage, RF Energy Awareness, control information and operational instructions for compliance with RF Energy Exposure limits in applicablenational and international standards, and also read the operational instructions for safe use. |
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**RETEVIS**

## CONTENT

# UNPACKING AND CHECKING EQUIPMENT

We recommend that you open the packing box before use and check carefully the main transceiver in the packing box and the supplied accessories. If any item missed or damaged during shipment, please contact the shipper or local dealer.

## Supplied Accessories

| Item | Quantity |
|------|----------|
| Battery | 1 |
| Belt Clip | 1 |
| Desktop Charger | 1 |
| Hand Strap | 1 |
| User's Manual | 1 |

Battery          Belt Clip          Desktop Charger

Hand Strap          User's Manual
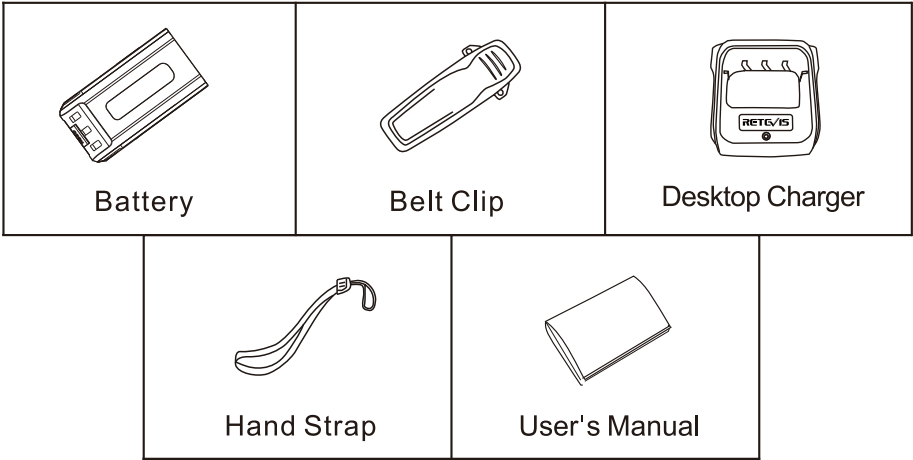
## Notice:

·Do not charge the battery for a long time!
If battery is not fully charged within schedule time, stop charging. Otherwise the battery may be overheat and smoke and burst into fire.

·Do not throw the battery into micro-wave oven and highpressure container!
·Prevent the break as well as liquid spilling battery from fire!
If the battery is spilling(or exuding smelly smell), put it away from inflammable area. The electrolyte spilling from the battery is easy to catch fire, and it will cause battery smokes or bursts into fire suddenly.

·Do not use abnormal battery!
If battery smells smelly, different colors, out of shape or any abnormal display, please remove the battery from charger or operating device and do not use it .

·Please use standard charger
The charger supplied is specialized designed for this transceiver only, it will charge the battery more scientific reasonable, and safety.
Do not charge the battery for a long time!

### 1. Use Li-ion Battery

·Charge the battery before use.

·To prevent battery pack from discharging, please remove the battery from transceiver or device when it is not in use, and then store it in a cool dry place

·For battery long time storage

1. Remove the battery from device

2. If possible,discharge battery.

3. Store it in a cool(below 25℃) and dry place.

### 2. Battery Characteristic

·The capacity of battery will reduce step by step after being charged and discharged again and again.

·Battery will be aged even without any usage.

·It will cost longer time to charge the battery in cool and dry place.

·Battery working life will be reduced if being charged in hotter place. Battery ages more quickly when stored in hot place. Please do not leave battery in car and put it near any heating device.

· If battery working life becomes shorter, please replace it even it is fully charged. If go on being charged and discharged, the electrolyte will spill.

### 3. Charge Li-ion Battery

When charger is power on, put battery in and full connected, the light will turn red, start charging. When battery has been fully charged, the green light on.

### 4. Install/Remove Battery Pack

Note:

· Do not short circuit battery pack terminals or throw battery pack into fire.

· Do not try to remove the battery pack shell.

· Do not install battery pack under dangerous conditions, otherwise spark will cause explosion.
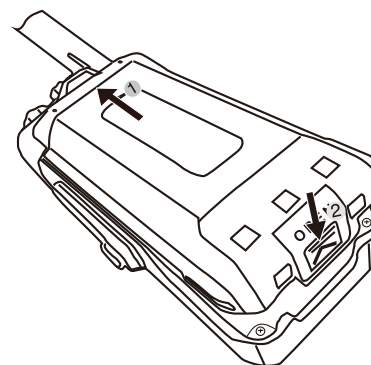
Insert the top part of the battery pack into the top 2 slots of the transceiver and then press the battery pack down until a "click" sound is heard.
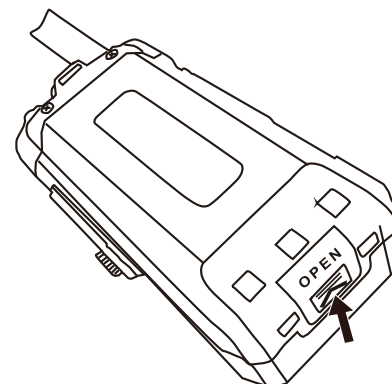
To remove the battery pack, make sure the transceiver has been turned off, and then press the battery released latch in the bottom of transceiver, and pull the bottom part of battery away from the transceiver body, and remove the battery.

**6. Install/Remove Belt Clip**

If necessary, install the supplied
screws into the belt clip at the back
of battery pack for easy carry.
To remove the belt clip, directly
remove the two screws only.
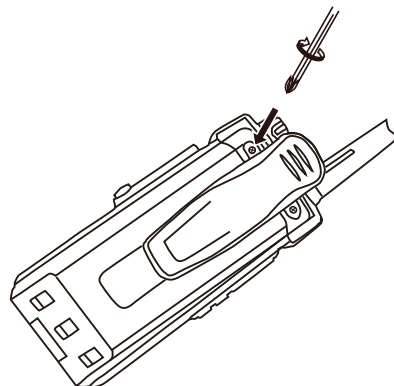
**7. Install Hand Strap**

Install the hand strap at the
middle circle of the transceiver.

Antenna

Channel knob

Power/Volume
switch

Status Indicator
light

Speaker
(Output sound)

Microphone
(Input sound)

# GETTING STARTED

# BASIC OPERATION

PTT

S K1
S K2

SP/MIC/
Program Jack
(SP/MIC)

Battety Pack
for Charging
the Radio
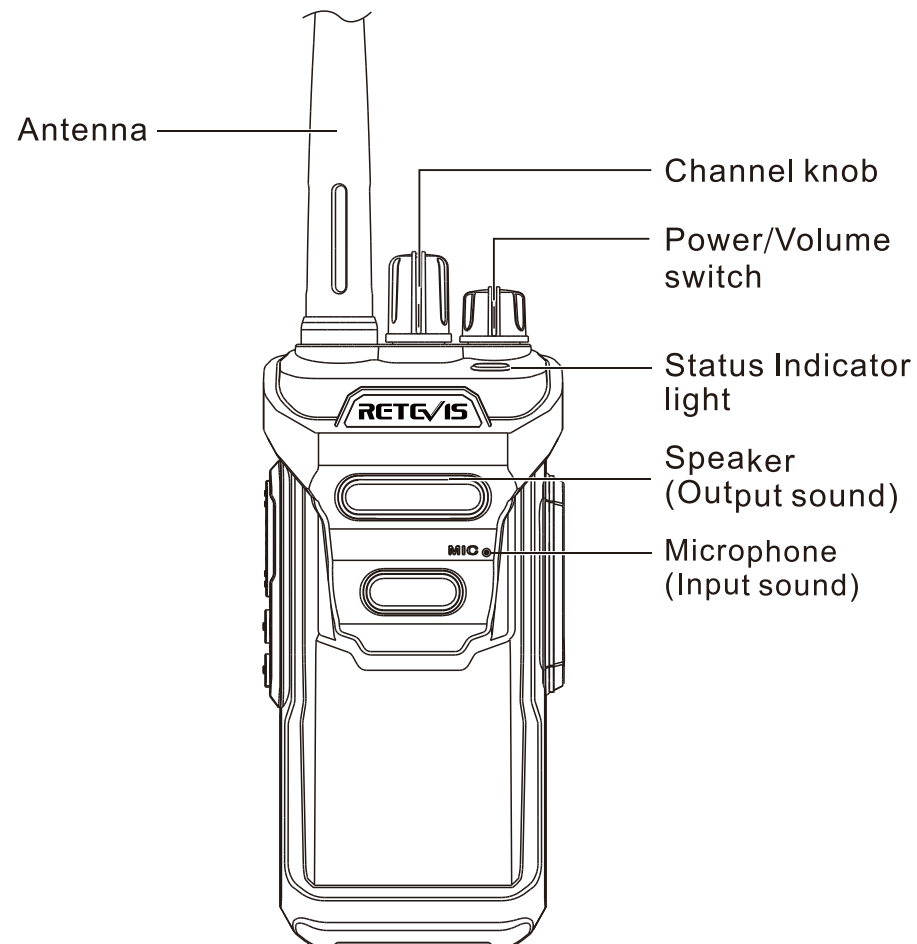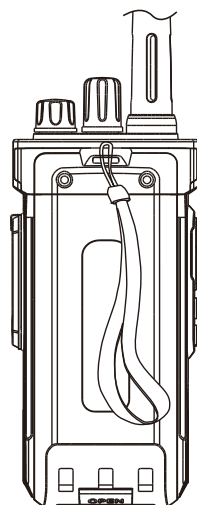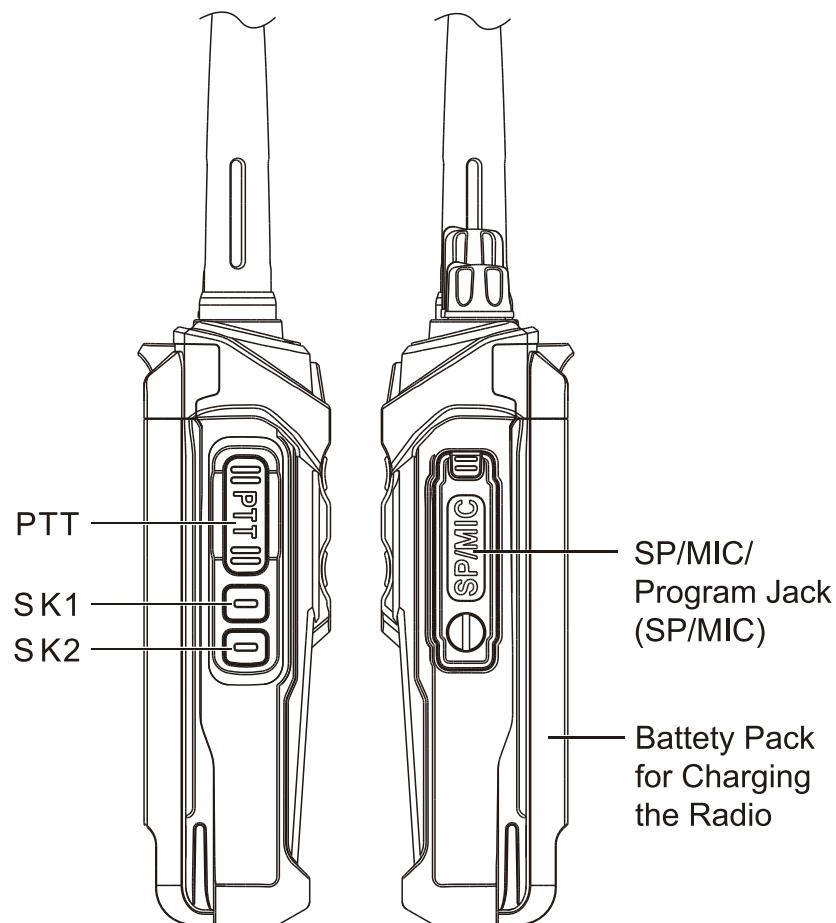
**1. State of Indicator light**

When Transmitting, red light is on .When receiving ,green
light is on.

**2. Channel Switch**

Rotate the switch select channel 1-16, Counterclockwise
means reduce the channel, Clockwise means Increase channel,
If the current channel is empty，the radio will have warmming
voice.

**3. Power switch /Volume control**

Turn clockwise to turn on the radio ,When turn off the radio
,anticlockwise rotate to "click" sound, Adjust the call volume
when turning.

**4. PTT Switch**

Press PTT and speak into the microphone to call the other
party ,the red light is on .If this channel is not set to transmit
frequency ,then it will be "click" sound and red light on,
Receive when released, if it has the signal, the green light is on,
open the loudspeaker.

**5. Side Key Definition**

Follow function for HD10 programming software definition
Short press: A,Squelch B,Scan C, Alarm D,VOX E,VOX Delay

Squelch: In order to solve the problem of the call quality and noise of the walkie-talkie, the squelch circuit or the squelch function is designed.

Scan: Detect the working status of channel 1 to channel 16 which is defined as scannable channel (programming software can define whether each channel can be swept or unscannable ). when scanned channel have signal, the radio will automatically stop at this channel and for conversation.

Alarm: Start alarm function , radio sounds 10s alarm, receive 20s, Cycle reciprocating.

Exit the alarm ,please press the PPT key.

VOX: Switch VOX function.

VOX Delay: Switch VOX Delay function

### 6. Squelch level

By adjusting squelch level setting up to turn on or turn off when the radio receives a strong signal , The lower of the squelch level setting ,the larger of opening background noise, and the calling range is farther. but the weaker of the acceptance Anti-interference ability. The function for the factory setting is level 3.You can set up "EDIT"-"Option Features"-"Squelch level" via programming software .

Range in 0-9,when on 0 means the squelch is opening, more higher of level, squelch not easy to open.

### 7. Time-out Timer(TOT)

The purpose of TOT is preventing radio using the channel too long time, meanwhile avoiding radio long time transmit to cause broken, If continuous transmitting exceeds limited time(by software setting up),The radio stop transmitting and warning sound. To stop the warning sound , release PPT switch, radio is in receiving state. Timeout alert : when on transmitting is about to time out,alert by ringing a few seconds(by programming software setting up)in advance.

### 8. Scan Switch

When the radio is set to be scannable by the programming software , Rotate channel on select knob to any channel to automatically enter the scan state. If current channel on 16, the radio will be automatic detection of the activity defined in channels 1to 16 as sweepable channels (programming software can define whether each channel can be swept or unscannable ).when scanned channel have signal, the radio will automatically stop at this channel and for conversation.

**Note**: a. The walkie-talkie will stop on the channel with the signal. After the signal disappears, it will continue to scan the next channel after about 10 seconds.

b. When the scan channel is less than 2 channels,the radio can not scan.

c. If the current channel is not 16 channels, 16 channels are scanned and current channel is scanned. If current channel or one of the 16 channels is unscannable, then scan the remaining scannable channels.

**9. Non-standard CTCSS self programming**

Non-standard CTCSS can be self programmed by software

a. First, setting up non-standard CTCSS QT signaling on the channel of the radio , it can be from 67.0 CTCSS to 254.1 CTCSS between any set of the QT signaling.

**10. Voice Prompt Selection**

When "Voice Prompt Selection" is off, the transceiver will not give voice prompt. When "Voice Prompt Selection" is Chinese, Chinese voice prompt is activated. When "Voice Prompt Selection" is English, English voice prompt is activated.

**11. Battery Save Mode**

To set "Battery Save Mode", please use programmable software to set the selection.

Note: a. Blank means the transceiver is not in battery save mode.

b.Making Tick means the transceiver is not in battery save mode.

**12. Battery Voltage Prompt**

Note: Battery voltage too low: when battery voltage is low to a certain level, if "Voice Prompt Selection" is off, then the transceiver will prompt "Beep Beep" sound every 15S. If "voice Prompt Selection" is on , then the transceiver will prompt "Please change battery". If "Voice Prompt Selection" is selected on English / Chinese, press PTT button or use VOX function both do not work and the transceiver is

prompting "Please change battery", and also "Beep" sound until release PTT button or finished VOX function.

**13. Busy Channel Lockout**

If BCLO function has been set, then if press PTT button when receiving signal, the transmitting is prohibited, and keep beeping until release PTT button.

**14. VOX**

1.VOX function frees your hand without pushing PTT button for transmission. It uses voice to transmit , when voice stops then transmitting stops automatically. Users can use programmable software to ON/OFF this function .

a.When VOX function is on at your transceiver channel. Speak to microphone, transceiver will transmit your voice automatically.

When stop talking, transceiver will stop transmit and wait for receiving.

b.When you are also wearing headset.

To use VOX function, the VOX gain must be adjusted.

Setting VOX gain to let transceiver to recognize the level of voice volume.

If microphone sensitivity is too high, then any noise around will let the transceiver starts transmitting automatically .

If microphone activities is too low, then the transceiver can not pick up your voice. So to make sure the communicable works , the VOX gain must be adjusted at a correct level.

# BASIC OPERATION

Note: If VOX function is on and the gain is at a high level, and the activities is also high, then if connect speaker/microphone to the transceiver, the enlarged receding signal through speaker/microphone may cause the transceiver start transmitting automatically.

## 15. CTCSS/DCS

Users can set CTCSS/DCS signaling on transceiver channel. Only when receiving same CTCSS/DCS signaling from other transceiver, the squelch will open. If same channels but with different CTCSS/DCS signaling for calling, then squelch will not open, only green light is on. CTCSS/DCS codes are listed below:

## CTCSS (50)

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 67.0 | 69.3 | 71.9 | 74.4 | 77.0 | 79.7 | 82.5 | 85.4 | 88.5 | 91.5 |
| 94.8 | 97.4 | 100.0 | 103.5 | 107.2 | 110.9 | 114.8 | 118.8 | 123.0 | 127.3 |
| 131.8 | 136.5 | 141.3 | 146.2 | 151.4 | 156.7 | 159.8 | 162.2 | 165.5 | 167.9 |
| 171.3 | 173.8 | 177.3 | 179.9 | 183.5 | 186.2 | 189.9 | 192.8 | 196.6 | 199.5 |
| 203.5 | 206.5 | 210.7 | 218.1 | 225.7 | 229.1 | 233.6 | 241.8 | 250.3 | 254.1 |

## DCS (105*2)

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| D023N | D025N | D026N | D031N | D032N | D036N | D043N | D047N | D051N | D053N |
| D054N | D065N | D071N | D072N | D073N | D074N | D114N | D115N | D116N | D122N |
| D125N | D131N | D132N | D134N | D143N | D145N | D152N | D155N | D156N | D162N |
| D165N | D172N | D174N | D205N | D212N | D223N | D225N | D226N | D243N | D244N |
| D245N | D246N | D251N | D252N | D255N | D261N | D263N | D265N | D266N | D271N |
| D274N | D306N | D311N | D315N | D325N | D331N | D332N | D343N | D346N | D351N |
| D356N | D364N | D365N | D371N | D411N | D412N | D413N | D423N | D431N | D432N |
| D445N | D446N | D452N | D454N | D455N | D462N | D464N | D465N | D466N | D503N |
| D506N | D516N | D523N | D526N | D532N | D546N | D565N | D606N | D612N | D624N |
| D627N | D631N | D632N | D645N | D654N | D662N | D664N | D703N | D712N | D723N |
| D731N | D732N | D734N | D743N | D754N | | | | | |

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| D023I | D025I | D026I | D031I | D032I | D036I | D043I | D047I | D051I | D053I |
| D054I | D065I | D071I | D072I | D073I | D074I | D114I | D115I | D116I | D122I |
| D125I | D131I | D132I | D134I | D143I | D145I | D152I | D155I | D156I | D162I |
| D165I | D172I | D174I | D205I | D212I | D223I | D225I | D226I | D243I | D244I |
| D245I | D246I | D251I | D252I | D255I | D261I | D263I | D265I | D266I | D271I |
| D274I | D306I | D311I | D315I | D325I | D331I | D332I | D343I | D346I | D351I |
| D356I | D364I | D365I | D371I | D411I | D412I | D413I | D423I | D431I | D432I |
| D445I | D446I | D452I | D454I | D455I | D462I | D464I | D465I | D466I | D503I |
| D506I | D516I | D523I | D526I | D532I | D546I | D565I | D606I | D612I | D624I |
| D627I | D631I | D632I | D645I | D654I | D662I | D664I | D703I | D712I | D723I |
| D731I | D732I | D734I | D743I | D754I | | | | | |

| Frequency Range | FRS |
|---|---|
| Channel Number | 16 |
| Max Power | FRS ≤2W |
| Audio Distortion | <5% |
| Frequency Stability | ± 2.5ppm |
| MAX Frequency Deviation | ≤5KHz/≤2.5KHz |
| Spurious Emission | ≤7uW |
| Modulation Mode | 16KØF3E / 11KØF3E |
| Reference Sensibility | ≤0.25uV / ≤0.3uV |
| Squelch On Sensibility | ≤0.2uV / ≤0.25uV |
| Adjacent Channel Selectivity | ≥65dB |
| Spurious Response | ≥55dB |
| Intermodulation | ≥60dB |
| Current | ≤1.3A |
| Working Voltage | 3.7V DC |
| Operating Temperature | -20℃~+60℃ |

## RF ENERGY EXPOSURE AND PRODUCT SAFETY GUIDE FOR PORTABLE TWO-WAY RADIOS

| ATTENTION! | Before using this radio, read this guide which contains important operating instructions for safe usage and RF energy awareness and control for compliance with applicable standards and regulations. |
|---|---|

This two-way radio uses electromagnetic energy in the radio frequency (RF) spectrum to provide communications between two or more users over a distance. RF energy, which when used improperly, can cause biological damage.

All Retevis two-way radios are designed, manufactured, and tested to ensure they meet government-established RF exposure levels. In addition, manufacturers also recommend specific operating instructions to users of two-way radios. These instructions are important because they inform users about RF energy exposure and provide simple procedures on how to control it.

Please refer to the following websites for more information on what RF energy exposure is and how to control your exposure to assure compliance with established RF exposure limits:http://www.who.int/en/

**Local Government Regulations**
When two-way radios are used as a consequence of employment, the Local Government Regulations requires users to be fully aware of and able to control their exposure to meet occupational requirements. Exposure awareness can be facilitated by the use of a product label directing users to specific user awareness information. Your Retevis two-way radio has a RF Exposure Product Label. Also, your Retevis user manual, or separate safety booklet includes information and operating instructions required to control your RF exposure and to satisfy compliance requirements.

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**Radio License**
Governments keep the radios in classification, business two-way radios operate on radio frequencies that are regulated by the local radio management departments (FCC, ISED, OFCOM, ANFR, BFTK, Bundesnetzagentur...).To transmit on these frequencies, you are required to have a license issued by them. The detailed classification and the use of your two radios, please contact the local government radio management departments.
Use of this radio outside the country where it was intended to be distributed is subject to government regulations and may be prohibited.

**Unauthorized modification and adjustment**
Changes or modifications not expressly approved by the party responsible for compliance may void the user's authority granted by the local government radio management departments to operate this radio and should not be made. To comply with the corresponding requirements, transmitter adjustments should be made only by or under the supervision of a person certified as technically qualified to perform transmitter maintenance and repairs in the private land mobile and fixed services as certified by an organization representative of the user of those services.
Replacement of any transmitter component (crystal, semiconductor, etc.) not authorized by the local government radio management departments equipment authorization for this radio could violate the rules.

**FCC Requirements**
This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference. (Licensed radios are applicable);
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (Other devices are applicable)
(1) This device may not cause harmful interference, and

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(2) this device must accept any interference received, including interference that may cause undesired operation.
NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communic- ations. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

**CE Requirements:**
• (Simple EU declaration of conformity) Shenzhen Retevis Technology Co., Ltd. declares that the radio equipment type is in compliance with the essential requirements and other relevant provisions of RED Directive 2014/53/EU and the ROHS Directive 2011/65/EU and the WEEE Directive 2012/19/EU; the full text of the EU declaration of conformity is available at the following internet address: www.retevis.com.
• Restriction Information
This product can be used in EU countries and regions, including: Belgium (BE), Bulgaria (BG), Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE) and United Kingdom (UK).
For the warning information of the frequency restriction, please refer to the package or manual section.

• Disposal
The crossed-out wheeled-bin symbol on your product, literature, or packaging reminds you that in the European Union, all electrical and electronic products, batteries, and accumulators (rechargeable batteries) must be taken to designated collection locations at the end of their working life. Do not dispose of these products as unsorted municipal waste. Dispose of them according to the laws in your area.

**IC Requirements:**
Licence-exempt radio apparatus
This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.
Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :
(1) l'appareil ne doit pas produire de brouillage;
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectri- que subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**RF Exposure Information**
• DO NOT operate the radio without a proper antenna attached, as this may damage the radio and may also cause you to exceed RF exposure limits. A proper antenna is the antenna supplied with this radio by the manufacturer or an antenna specifically authorized by the manufacturer for use with this radio, and the antenna gain shall not exceed the specified gain by the manufacturer declared.

• DO NOT transmit for more than 50% of total radio use time, more than 50% of the time can cause RF exposure compliance requirements to be exceeded.

• During transmissions, your radio generates RF energy that can possibly cause interference with other devices or systems. To avoid such interference, turn off the radio in areas where signs are posted to do so.

• DO NOT operate the transmitter in areas that are sensitive to electromagnetic radiation such as hospitals, aircraft, and blasting sites.

• Portable Device, this transmitter may operate with the antenna(s) documented in this filing in Push-to-Talk and body-worn configurations. RF exposure compliance is limited to the specific belt-clip and accessory configurations as documented in this filing and the separation distance between user and the device or its antenna shall be at least 2.5 cm.

• Mobile Device, during operation, the separation distance between user and the antenna subjects to actual regulations, this separation distance will ensure that there is sufficient distance from a properly installed externally-mounted antenna to satisfy the RF exposure requirements.

• Occupational/Controlled Radio, this radio is designed for and classified as "Occupational/Controlled Use Only", meaning it must be used only during the course of employment by individuals aware of the hazards, and the ways to minimize such hazards; NOT intended for use in a General population/uncontrolled environment.

• General population/uncontrolled Radio, this radio is designed for and classified as "General population/uncontrolled Use".

**RF Exposure Compliance and Control Guidelines and Operating Instructions**
To control your exposure and ensure compliance with the occupational /controlled environment exposure limits, always adhere to the following

procedures.

**Guidelines:**
• User awareness instructions should accompany the device when transferred to other users.
• Do not use this device if the operational requirements described herein are not met.

**Operating Instructions:**
• Transmit no more than the rated duty factor of 50% of the time. To Transmit (Talk), push the Push to Talk (PTT) button. To receive calls (listen), release the PTT button. Transmitting 50% of the time, or less, is important because the radio generates measurable RF energy exposure only when transmitting in terms of measuring for standards compliance.
• Transmit only when people outside the vehicle are at least the recommended minimum lateral distance away from a properly installed according to installation instructions, externally mounted antenna.
• When operating in front of the face, worn on the body, always place the radio in a Retevis approved clip, holder, holster, case, or body harness for this product. Using approved body-worn accessories is important because the use of Non-Retevis approved accessories may result in exposure levels, which exceed the IEEE/ICNIRP RF exposure limits.

**Hand-held Mode**
• Hold the radio in a vertical position with the microphone (and other parts of the radio including the antenna) at least 2.5 cm (one inch) away from the nose or lips. The antenna should be kept away from the eyes. Keeping the radio at a proper distance is important as RF exposure decreases with increasing distance from the antenna.

**Phone Mode**
• When placing or receiving a phone call, hold your radio product as you would a wireless telephone. Speak directly into the microphone.

**Electromagnetic Interference/Compatibility**
NOTE: Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility.

**Avoid Choking Hazard**

Small Parts. Not for children under 3 years.

**Turn off your radio power in the following conditions:**

• Turn off your radio before removing (installing) a battery or accessory or when charging battery.
• Turn off your radio when you are in a potentially hazardous environments: Near electrical blasting caps, in a blasting area, in explosive atmospheres (inflammable gas, dust particles, metallic powders, grain powders, etc.).
• Turn off your radio while taking on fuel or while parked at gasoline service stations.
To avoid electromagnetic interference and/or compatibility conflicts
• Turn off your radio in any facility where posted notices instruct you to do so, hospitals or health care facilities (Pacemakers, Hearing Aids and Other Medical Devices) may be using equipment that is sensitive to external RF energy.
• Turn off your radio when on board an aircraft. Any use of a radio must be in accordance with applicable regulations per airline crew instructions.

**Protect your hearing:**

• Use the lowest volume necessary to do your job.
• Turn up the volume only if you are in noisy surroundings.
• Turn down the volume before adding headset or earpiece.
• Limit the amount of time you use headsets or earpieces at high volume.
• When using the radio without a headset or earpiece, do not place the radio's speaker directly against your ear.
• Use careful with the earphone maybe possib excessive sound pressure from earphones and headphones can cause hearing loss.
Note: Exposure to loud noises from any source for extended periods of time may temporarily or permanently affect your hearing. The louder the radio's volume, the less time is required before your hearing could be affected. Hearing damage from loud noise is sometimes undetectable at first and can have a cumulative effect.

**Avoid Burns**

Antennas
• Do not use any portable radio that has a damaged antenna. If a damaged antenna comes into contact with the skin when the radio is in use, a minor burn can result.
Batteries (If appropriate)
• When the conductive material such as jewelry, keys or chains touch exposed terminals of the batteries, may complete an electrical circuit (short circuit the battery) and become hot to cause bodily injury such as burns. Exercise care in handling any battery, particularly when placing it inside a pocket, purse or other container with metal objects
Long transmission

# WARNINGS

• When the transceiver is used for long transmissions, the radiator and chassis will become hot..

## Safety Operation

⚠ WARNING

Forbid
• Do not use charger outdoors or in moist environments, use only in dry locations/conditions.
• Do not disassemble the charger, that may result in risk of electrical shock or fire.
• Do not operate the charger if it has been broken or damaged in any way.
• Do not place a portable radio in the area over an air bag or in the air bag deployment area. The radio may be propelled with great force and cause serious injury to occupants of the vehicle when the air bag inflates.
To reduce risk
• Pull by the plug rather than the cord when disconnecting the charger.
• Unplug the charger from the AC outlet before attempting any maintenance or cleaning.
• Contact Retevis for assistance regarding repairs and service.
• The adapter shall be installed near the equipment and shall be easily accessible

## Approved Accessories

⚠ WARNING

• This radio meets the RF exposure guidelines when used with the Retevis accessories supplied or designated for the product. Use of other accessories may not ensure compliance with the RF exposure guidelines and may violate regulations.
• For a list of Retevis-approved accessories for your radio model, visit the following website: http://www.Retevis.com

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Remarks:
1.This guarantee card should be kept by the user, no replacement if lost.
2.Most new products carry a two-year manufacturer's warranty from the date of purchase. Further details, please read at http://www.retevis.com/after-sale/
3.The user can get warranty and after-sales service as below:
● Contact the seller where you buy the product.
● Products Repaired by Our Local Repair Center
4.For warranty service, you will need to provide receipt from the actual seller for verification
removed.

Exclusions from Warranty Coverage:
1.To any product damaged by accident.
2.In the event of misuse or abuse of the product or as a result of unauthorized alterations or repairs.
3.If the serial number has been altered, defaced, or removed.

| Guarantee | |
| --- | --- |
| Model Number: | |
| Serial Number: | |
| Purchasing Date: | |
| Dealer: | |
| Telephone: | |
| User's Name: | |
| Telephone: | |
| Country: | |
| Address: | |
| Post Code: | |
| Email: | |